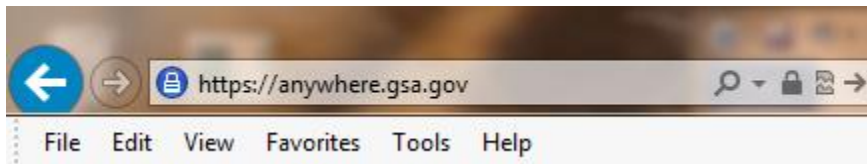


IE 10 Problem & Fix when accessing Anywhere.GSA.GOV

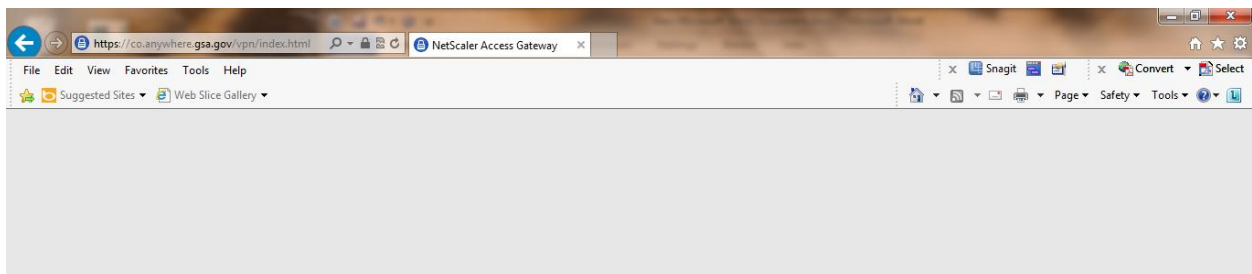
Issue:

GSA user receives a blank white screen when going to <https://anywhere.gsa.gov> directly or when redirected from the GSA Citrix Map Page (<https://gsa-apps.gsa.gov>). This issue is seen on non-GSA computers (personal computers) using the new Internet Explorer 10 browser which is the default version shipped on Windows 8 and now installed on recently purchased Windows 7 computers.


- After typing <https://anywhere.gsa.gov> – and Pressing **Enter** (Keyboard key)

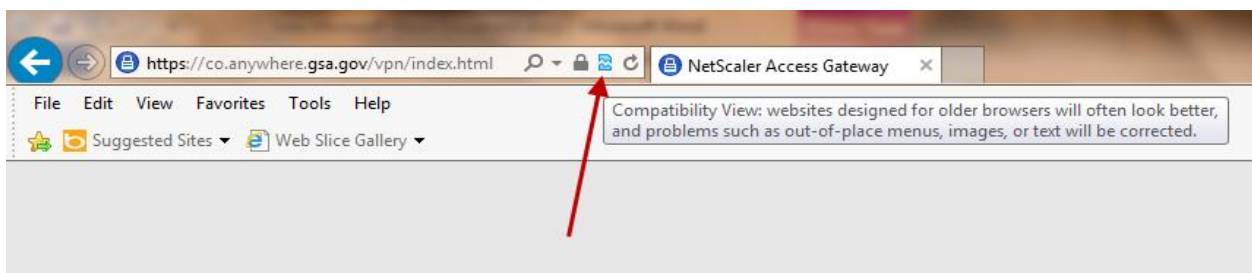


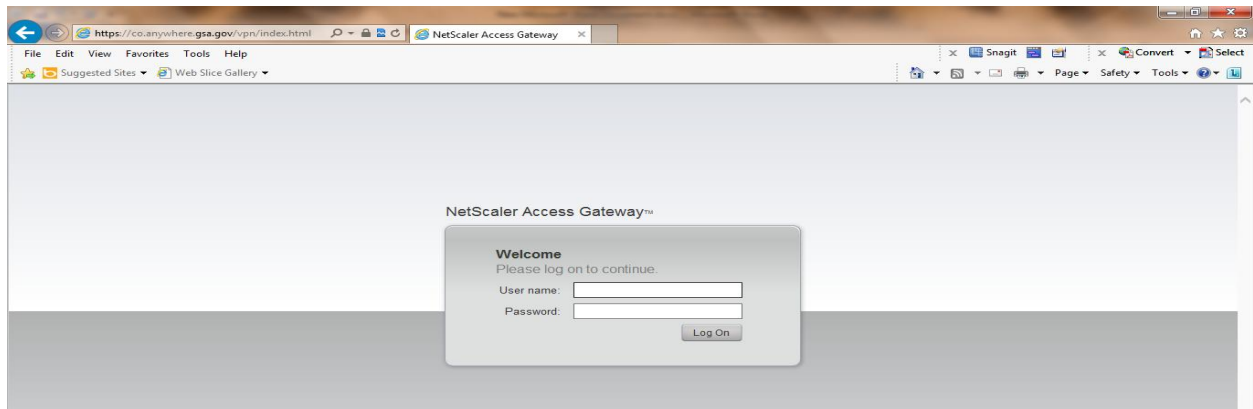
- The user gets a blank white screen (to one of the Citrix GSLB Access Gateway sites)



Resolution:

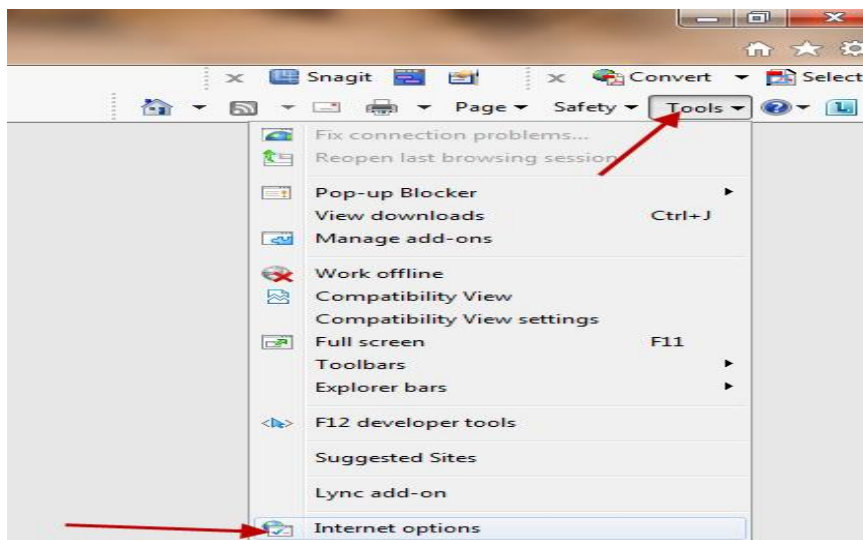
1. (Temporary Fix) – Click on the **Compatibility View** button  for the site. You will need to click this button each time you go to the site. That is it!



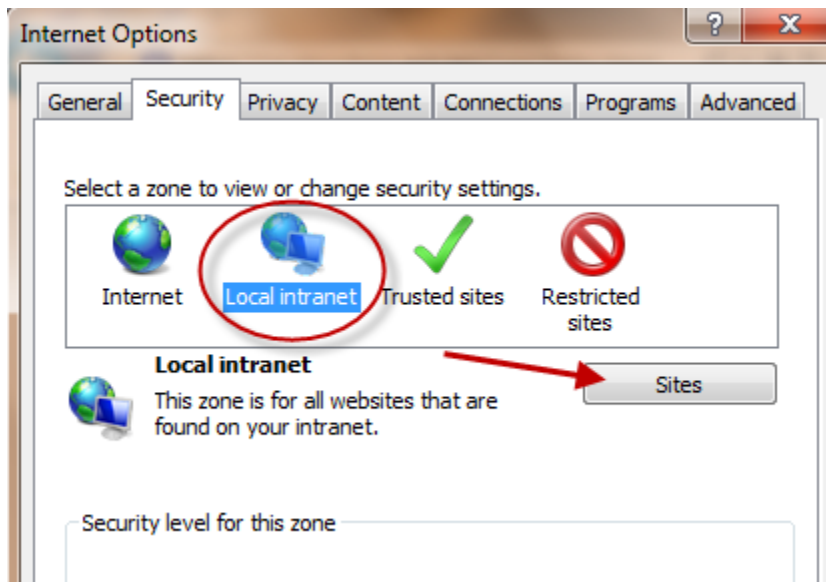


2. (Permanent Fix) – Add *.gsa.gov to the Local Intranet Sites (**NOT** the Trusted Sites) in Internet Explorer.

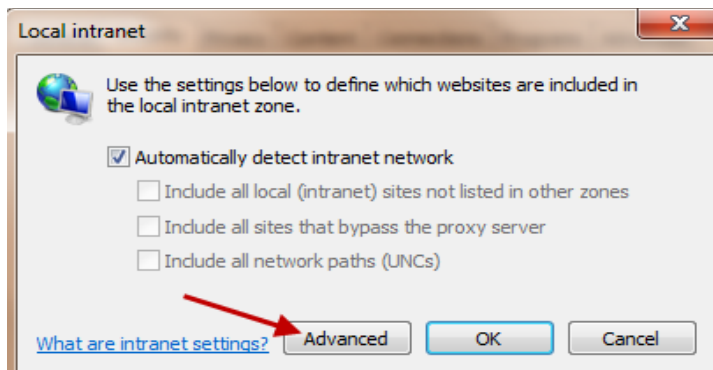
In Internet Explorer 10, go to: **Tools > Internet options**



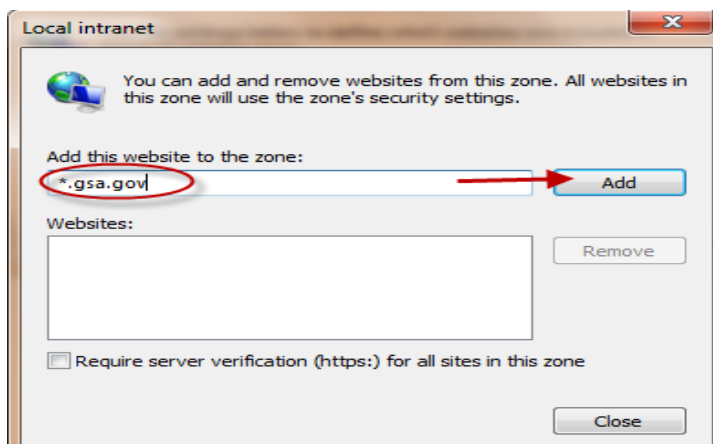
Click the **Security Tab > Local intranet > Click Sites**



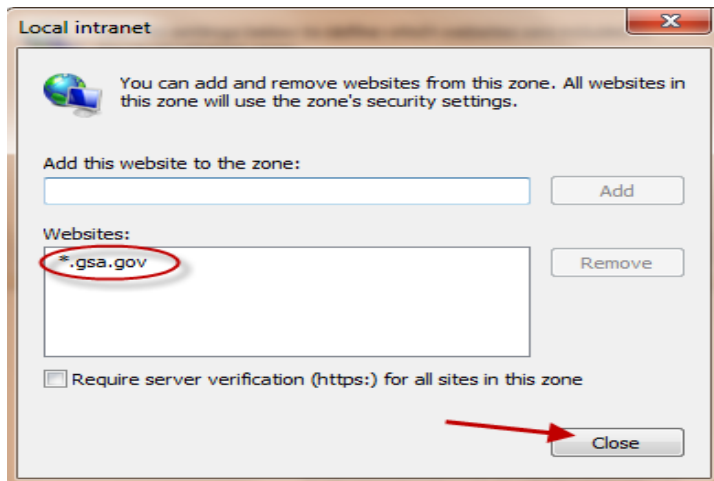
Click **Advanced**



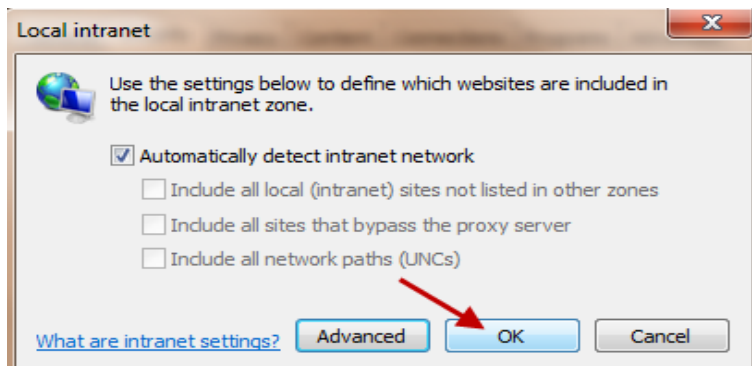
Enter: *.gsa.gov – Click **Add**



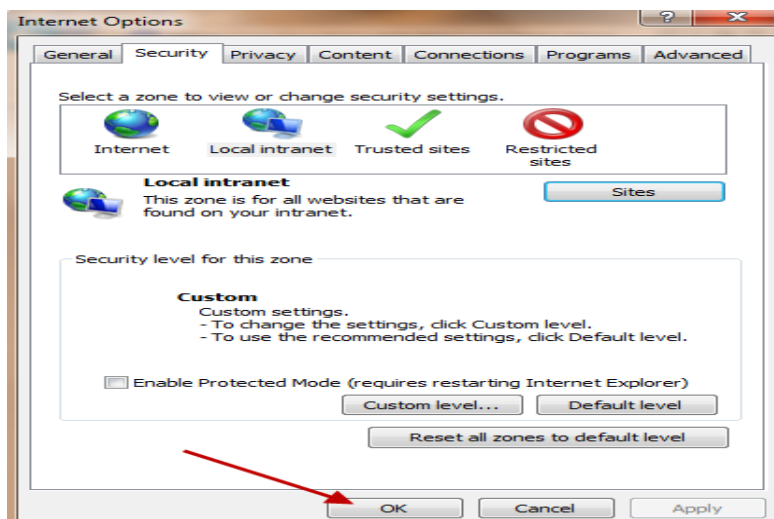
Click **Close**



Click **OK**

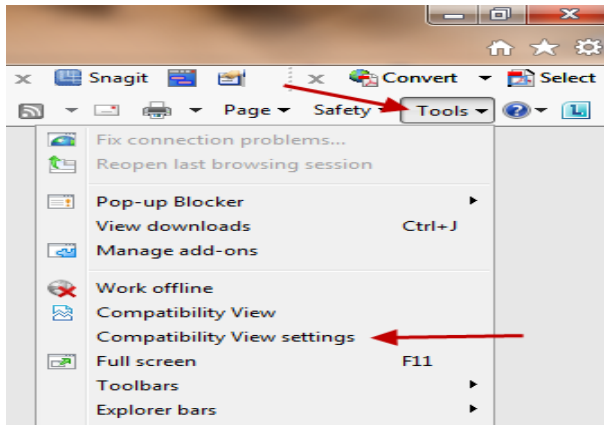


Click **OK**

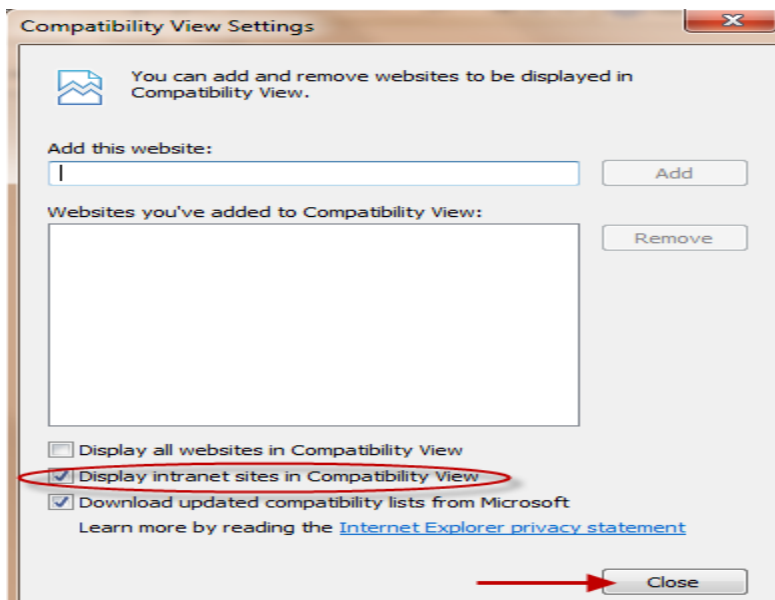


By default in IE, Intranet Sites are displayed in Compatibility View. Make sure that this is still set for you in Compatibility View settings by going to:

Tools > Compatibility View settings



Ensure that the checkbox “**Display intranet sites in Compatibility View**” is check > Click **Close**



You should no longer have problems accessing <https://anywhere.gsa.gov> directly or when redirected from the GSA Citrix Map Page (<https://gsa-apps.gsa.gov>)